

The Conservation Volunteers

IT Support Analyst – Recruitment Pack

Connecting People and Green Spaces



The Conservation Volunteers

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To find out more about TCV...
Visit www.tcv.org.uk
Or follow us on [Twitter](#) and [Facebook](#)



We are The Conservation Volunteers

We believe that green spaces are an essential part of healthy, happy communities

Our vision:

Healthier, happier communities for everyone

The opportunity to connect to nature on your doorstep and contribute to its protection should be available to everyone

Our mission:

To connect people and green spaces to deliver lasting outcomes for both

Outcomes

Environment

Green spaces are created, protected and improved, for nature and for people

Health & wellbeing

People improve their physical and mental health and wellbeing, by being outdoors, active and connected with others

Communities

Communities are stronger, working together to improve the places where people live and tackle the issues that matter to them

Learning & skills

People improve their confidence, skills and prospects, through learning inspired by the outdoors

Goals

We have set three overarching goals to drive our decision-making to 2025.

For
people
and green
spaces

Goal 1:

We will deliver, demonstrate and promote projects that deliver multiple outcomes for people and green spaces.

We believe our activities have the greatest impact when they solve multiple problems and this has always been central to our approach. We will do more to ensure that all our activities maximise the possible outcomes for people and green spaces.

A thriving
network

Goal 2:

We will do more to support and empower others to connect people and green spaces and deliver lasting outcomes for both.

We will increasingly use our national reach and extensive expertise to support local activity and work with partners to expand the role of community volunteering in green spaces.

For
everyone

Goal 3:

We will support more diverse audiences to connect with green spaces.

Everyone deserves to have nature in their lives. We will create safe, welcoming spaces for people who face barriers to accessing green space, especially those who could benefit most, and make our activities relevant and accessible for communities in which we work.



TCV Values

At The Conservation Volunteers, we:



Make stuff better

Constantly asking ourselves if we can improve on what we do and how we do it. Having a continuous learning practice at the heart of everything we do. Being curious about what others are doing outside our charity and learning from partners, volunteers and each other. Expanding our horizons to make things better.

Make a positive environmental impact

Our commitment to ensuring that everything we do contributes to building a sustainable planet. Making sure that our relationship with the natural world is at the heart of what we do and how we manage ourselves as a charity. Seeking opportunities to share our knowledge, skills and expertise with corporate partners, education, communities and individuals to maximise our impact and legacy.

Crack on and muck in

Coming to work with a mindset as a team, getting the job done, and achieving what we set out to do. Being clear on our collective purpose and shared goals; overcoming obstacles constructively and sustainably to achieve our aims without causing harm or difficulty for others.



Be the best we can be

We are committed to role modelling the best of ourselves in all that we do and how we do it. Ensuring that how we work with others is as important as what we do.

Make a difference

We have a deep desire to ensure that everything we do in how we connect with individual volunteers, with communities, with partners, and with our environment, leaves a positive and lasting ripple effect.

‘Our values are the guiding principles that drive our mission and shape our everyday actions.

These values are not just words; they are the foundation of our identity and the driving force behind every project and initiative at The Conservation Volunteers. They reflect our dedication to excellence, teamwork, impactful change, personal and professional integrity, and our unwavering commitment to the environment’.

Role Outline and Purpose

The IT Service Desk provides essential support for all IT related queries at TCV. This role will be the first line point of contact for the delivery of excellent IT service across TCV. The post holder will be responsible for managing the support ticket system and responding to queries in line with operational requirements. The role holder will be responsible for support and maintenance of computer, audio visual and communication equipment including mobile devices for all TCV staff and volunteers.

This role is also responsible for providing support of TCV's IT systems. This will include information systems such as JIFI, MIS, finance/payroll/HR systems and the learning platform, as well as infrastructure systems such as the Azure cloud network and Intune devices. Furthermore, the post holder will play a key role in ensuring the successful implementation of [TCV's Strategic Plan](#) through the effective delivery and support of IT services across the organisation.

Directorate: Central Services

Reporting to: Julie Logie, IT Manager

Salary: £24,500 - £26,500

Fixed term / Permanent: Permanent

Full time / part time: Full time

Hours per week: 35

Location: Doncaster/hybrid, occasional national travel required.

This post is subject to a DBS check.



Role Description

These are the key duties of the role:

- Act as 1st and 2nd line support to employees/trustees/volunteers by responding to relevant support requests in the prescribed timescales.
- Logging all calls on the support ticket system with steps to resolution to ensure comprehensive records.
- Resolve day to day support requests in line with service standards, via phone, email, remote access or in person.
- Escalation of more complex issues to other members of the IT Team or other teams relevant to the issue.
- Creation and amending of user accounts on various IT systems, set up of associated kit as well as closing of accounts when required, using Active Directory on both Windows and Azure.
- Day to day management of the mobile phone platform as well as management of fixed lines and broadband connections.
- Advise, provide quotes and ordering of new IT equipment using company standard kit.
- Raise Purchase Orders for relevant purchases, subscriptions and contracts when required.
- Contribute to internal IT Team documentation on information systems, software, and devices.
- Undertake routine systems administration activities such managing Active Directory, Intune Device enrolment and other relevant Microsoft 365 administration.
- Provide training to employees as required on how to get the best out of TCV's IT systems, ensuring that supporting documentation and guides are kept up to date.
- Work with other members of the IT Team to develop digital collaboration tools such as Forms, Power Automate and PowerApps to improve TCV's ways of working digitally.

Person Specification

The successful candidate will have demonstrable experience or qualifications in the following:

Please demonstrate how you meet these criteria in your application.

Experience of ...
Ideally experienced in relevant Information Technology/systems.
Can work autonomously, prioritise and schedule work to meet immediate organisational needs.
Strong customer service skills, along with problem solving and analytical skills.
Working knowledge of Microsoft systems such as 365 (including Office), SharePoint, Azure, Intune, Active Directory, Windows servers, Windows 10/11.
Basic hardware knowledge (pc's, printers & peripherals as well as Firewalls, routers and switches).

Behaviours and Competencies

- A focus on delivering TCV goals for our beneficiaries, volunteers, customers, and ourselves.
- Proudly working as One Team, treating each other as we would like to be treated.
- Role modelling TCV values.
- Role modelling TCV's EDI culture and behaviours.



Core Skills and Knowledge Framework

At TCV, we're all about empowering employees through our dynamic Skills and Knowledge framework! This innovative system enables our employees to grasp and share the vital organisational skills needed to achieve our strategic goals. Below, you'll find an overview of the framework we use to recruit, reward, and deliver learning solutions. This ensures every member of TCV is continuously growing in knowledge and skills, enhancing their value and driving our organisation forward!

Delighting Customers and Volunteers	Building Effective Relationships	Leading People and Building Talent and Capability
Valuing Diversity and Integrity	Understanding TCV's Products and Markets	Managing Change and Innovation
Communicating Effectively	Understanding TCV and the Strategy	Effective Decision Making
	Delivering Results	

Safeguarding Adults and Children

Safeguarding Children and Adults at Risk is a core requirement for all services delivered by TCV.

A significant number of the volunteers, beneficiaries and visitors who attend TCV projects and sites are Children and/or Adults at Risk.

Therefore, as an IT Support Analyst at TCV, you will be required to –

- Always act in accordance with your responsibility to safeguard the health and wellbeing of children and vulnerable adults.
- Read and adhere to the organisational Safeguarding policies and procedures and participate in related mandatory training.

Our Commitment to Equality, Diversity and Inclusion

We are dedicated to fostering a culture of equality, diversity, and inclusion within our organisation. Our commitment means actively reflecting on and addressing issues related to these principles in every aspect of our operations. We strive to identify disparities and take concrete, effective actions to reduce inequality. This includes creating policies that promote diversity, offering training programs to enhance awareness and understanding, and establishing support systems to ensure an inclusive environment for all employees. By prioritising these values, we aim to build a workplace where everyone feels respected, valued, and empowered to contribute their best. We welcome applications from anyone regardless of age, disability, ethnicity, heritage, gender, sexuality, religion or socio-economic background.

As a Disability Confident Employer, we guarantee first-stage interviews to disabled applicants meeting the minimum job criteria. Our commitment extends beyond compliance to fostering a supportive, inclusive environment where diverse talents thrive. We actively encourage disabled candidates to apply and provide necessary adjustments during recruitment. Through tailored support and ongoing development, we ensure every team member can contribute effectively. Join us in building a workplace where diversity is celebrated, empowering both our team and our ability to serve with empathy and understanding.

During the application process, we promise to:

- Cover your travel expenses to and from the office for in-person interviews (up to a maximum of £15.00).
- Accommodate any reasonable adjustments you may require, such as arranging sign language interpreters in advance.
- Ensure this document is easily downloadable in Word format.

If you wish to seek further information, please email the People Team at recruitment@tcv.org.uk

Benefits of working for TCV

Holiday Entitlement

We want all our employees to have a healthy work life balance and positively promote the requirement for adequate rest breaks. We offer 26 days holiday, including Christmas Eve plus all recognised bank/public holidays of your choice. On top of this we give an additional day's holiday per full year of service, up to a maximum of 31 days. Part-time employees' entitlements are calculated on a pro-rata basis, dependant on hours worked.

Public holidays are not allocated to any specific faiths/religious events, therefore can be used flexibly across the year . Holidays for part-time employees and those working compressed hours will be expressed in hours but will be based on the full-time equivalent as above.

Your holiday entitlement for 2024-2025 will be 33 days, including Christmas Eve and 7 towards bank/public holidays of your choice.

(pro-rata'd based on start date)

Voluntary Pension Scheme

We know how important it is to prepare for the future and want to play a part in enabling a financially secure retirement with our flexible tax-efficient pension plan. If you contribute a minimum of 3.5% of your salary, we will contribute the equivalent of 5% of your salary into your pension fund. Our plan also has flexible retiring options and if you leave TCV, you can take your plan with you.

Benefits of working for TCV

Living Wage Foundation Employer

We are proud to be a Living Wage Employer and are one of only a small number of UK charities that hold this accreditation. This means we have a commitment to pay the 'real' living wage as set by the Living Wage Foundation. This is also reviewed annually.

London Weighting Allowance

It is widely acknowledged that living in London is more expensive than other parts of the UK, therefore if you work in one of the London Boroughs, we will pay £3,882 (pro rata for part time workers) in addition to your base salary.

Flexible / Hybrid Working

We understand our workplace offer means different things to different people, that's why we are happy to talk flexible working. We support employees to work in innovative ways with both formal and informal approaches to flexible working arrangements. We can't promise we can offer you what you want, but we will always do our best.

Your Learning

Is paramount to TCV as it forms the cornerstone of growth and progress within our organisation. As well as our development days we use shadowing, mentoring networks, online resources, robust inductions, action learning sets, and practical training to develop, upskill and empower employees to adapt, collaborate, and innovate, ensuring TCV remains agile and competitive in a rapidly evolving market.

Benefits of working for TCV

Development Leave

Paid leave (up to a maximum of 5 working days in any holiday year) available to employees who are working on an approved TCV conservation task or development opportunity.

Health & Wellbeing

At TCV, we offer a wide variety of ways to support your health and wellbeing, from internal training courses to access to external services, all supported by our leaders and colleagues across the organisation.

We are also a Mindful Employer and a Disability Confident Committed Employer.

Health Assured – Employee Assistance Programme

We want our people to be physically and emotionally supported. Our Health Assured programme is a free and confidential telephone helpline available 24 hours a day, 7 days a week for all employees and their families on any issues they feel they need support, either in their work or personal lives.

Life Assurance

This scheme provides your loved ones with financial security should something happen to you. All employees will be given the assurance of two times their annual salary.

Benefits of working for TCV

Unum – Help@Hand

A free-to-access service, supporting employees and their families* with remote GP access, mental health, physiotherapy, medical second opinions, life, money and wellbeing support as well as a wellbeing calendar.

Employee Recognition

We like to recognise Long Service milestones which are awarded with vouchers from 5 - 50 years (in increments of 5), as well as personal recognition from our CEO. Our employee of the Quarter awards and nominations are voted for by all colleagues.

Cycle to Work Scheme

You can purchase a bike and accessories up to the value of £1,000 using the salary sacrifice scheme. Repayments are taken from your gross salary meaning that you pay less Income Tax and NI contributions.

Sick Pay

We have our own discretionary sick pay scheme, including full pay for a period subject to certain conditions.

Benefits of working for TCV

Employee Networks

At TCV we are proud to support a range of active employee networks, such as our Great Place to Work group and our EDI Champions group. Open to all TCV employees, they promote and support what matters to our colleagues.

Family Friendly Workplace

We know how important family is and understand that there may be times where you will need to be away from work (in addition to annual leave). This is why we offer our employees a variety of leave options including maternity, paternity, adoption, shared paternal, career breaks, bereavement leave and others.

Employee Networks

At TCV we are proud to support a range of active employee networks, such as our Great Place to Work group and our EDI Champions group. Open to all TCV employees, they promote and support what matters to our colleagues.

Childcare – Did You Know?

You can get up to £500 every 3 months (£2,000/year) for each of your children to help with the costs of childcare. If you get Tax-Free Childcare, the government will pay £2 for every £8 you pay your childcare provider.

“I love working at TCV because *...”

** Actual employee quotes from our 2023/2024 People Survey*

We do amazing work that has meaning, purpose and value and makes a difference in the world.

We are just one of the best organisations around. There is a real desire in from everyone to do the best we can to help others. I'm not just moving numbers around in boxes or making profits, I'm making a difference every day.

The team I work with are fantastic, supportive and I enjoy working with them. A really supportive manager always available to listen and support even when they are busy. The flexibility in my current role is essential to my everyday life of school and nurse timing and pick up/drop offs. It's also great working for an organisation you really believe in what they do.

The people who work for TCV are all passionate and like-minded. They drive me on to be the best I can be in my role. As well as working with people, I am a people person and what we deliver for our volunteers always puts a smile on my face when they are enjoying themselves.

There is a culture between peers to help and support each other across projects and to help where we can which is amazing.

86% of employees agree or strongly agree with the statement
“Overall, my employee experience at TCV meets my expectations”

“I love working at TCV because *...”

** Actual employee quotes from our 2023/2024 People Survey*

TCV is providing me with the appropriate opportunities to progress in a career in wildlife conservation through practical and leadership skills.

I can be myself and get to support others to do so too while enhancing nature in my local area.

The philosophy of the organisation & the opportunities that these present for our environmental needs going forwards is very positive and I hope to play a big part in its expansion.

Love the volunteers and staff. Get fit. My job is involving, stimulating, interesting and gives me a sense of purpose. Great opportunities to further my job-related skills. I improve myself as a person working here.

I am supported by leaders and colleagues, and I am offered good opportunities in my role. I can see the positive impact that my work is having on the environment. I learn daily and enjoy coming to work.

I feel valued and challenged whilst contributing to the cause I am passionate about.

How to Apply

Please complete the TCV application form and return to **Julie Logie, IT Manager** via j.logie@tcv.org.uk

Closing date: 6th October 2024

Closing time: Midnight

Interviews: Week commencing 14th October 2024, via Teams.

Send your completed Equality and Diversity form to hr@tcv.org.uk

If you would like an informal conversation before you apply, please contact **Julie Logie** via 01786 476173 or the above email address.



The Conservation Volunteers

The local charity with a national reach.

Here at TCV we have 4 outcomes which are the basis of all the work we do. These are:

- **Health & Wellbeing**
- **Community**
- **Learning & Skills**
- **Environment**

We connect people and green spaces, not only to care for our natural environment, but to provide people with a sense of community, with vital skills and training, and the ability to look after their physical and mental health.



**We bring people together
to create, improve, and care for green spaces.**

Our teams of dedicated, passionate staff and volunteers work with communities across England, Northern Ireland, and Scotland.

Through our community network, we support local community groups across the UK.

